Exhibit 1

UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA CIVIL ACTION-LAW

Marina Shap

741 Chesham Turn

Southampton, PA 18966

11-cv-04461-CMR

Plaintiff

Vs.

Capital One Financial Corporation

1680 Capital One Drive

McLean, VA 22102

and

Capital One Bank (USA)

6124 188th Street

Fresh Meadows, NY 11365-2713

and

John Does 1-10

and

X,Y,Z Corporations

Jury Trial Demanded

Defendant(s):

PLAINTIFF'S FIRST AMENDED COMPLAINT

- 1. This is an action brought by a consumer for Defendant(s) alleged violations of the Fair Credit Reporting Act (FCRA), 15 USC 1681 et. Seq.
- 2. Plaintiff is MARINA SHAP, an adult individual whose principle residence is located at 741 CHESHAM TURN, SOUTHAMPTON, PA 18966.
- 3. Defendants are the following.
 - a. Capital One Financial Corporation, with a principal place of business, and which may be served at 1680 Capital One Drive, McLean, VA 22102.

- b. Capital One Bank (USA), with a principal place of business, and which may be served at 6124 188th Street, Fresh Meadows, NY 11365-2713.
- c. John Does 1-10, individuals or business entities whose identities are not known to Plaintiff at this time, but which will become known upon proper discovery. It is believed and averred that such Does played a substantial role in the commission of the acts described in this complaint.
- d. X,Y,Z Corporations, business identities whose identities are not known to Plaintiff at this time, but which will become known upon proper discovery. It is believed and averred that such entities played a substantial role in the commission of the acts described in this complaint.

JURISDICTION AND VENUE

- 4. The previous paragraphs of this complaint are incorporated by reference and All previous paragraphs of this complaint are incorporated by reference and made a part of this complaint
- 5. Defendant(s) regularly transact(s) business throughout the Commonwealth of Pennsylvania, and in this jurisdiction.
- 6. Defendant obtains the benefit(s) of regularly transacting business in this jurisdiction.
- 7. A substantial portion of the conduct complained of occurred in this jurisdiction.

- 8. Defendant's principal place of business is located in this jurisdiction.
- 9. This Court has federal question jurisdiction pursuant to 28 USC 1331, 15 USC 1692, et. seq. and 15 USC 1681 et.seq.
- 10. Jurisdiction for this action is asserted pursuant to 28 U.S.C. §1334-1337.
- 11. Venue lies in this District pursuant to 28 U.S.C. §1392(b).
- 12. Declaratory relief is available pursuant to 28 U.S.C 2201 and 2202.

COUNT ONE: VIOLATION OF THE FAIR CREDIT REPORTING ACT, 15 USC 1681 s-2 et seq.; Specifically 15 USC 1681 s-2 (b) et. seq.

- 13. The previous paragraphs of this complaint are incorporated by reference and made a part hereof.
- 14. Plaintiff is a "consumer," as codified at 15 U.S.C. § 1681a(c).
- 15. Defendant is an entity who, regularly and in the course of business, furnishes information to one or more credit reporting agencies about Defendants(s) transactions or experiences with any consumer and Defendant is a "furnisher," as codified at 15 U.S.C. § 1681s-2.

- 16. Defendant furnished certain derogatory information about Plaintiff's consumer account to one or more of the relevant credit reporting agencies as defined by FCRA.
- 17. Plaintiff disputed the alleged account(s) in writing with Defendant(s) in writing for a number of meritorious reasons. Plaintiff's dispute called into question issues including but not limited to the following.
 - a. The amount of the alleged balance for the account.
 - b. Interest.
 - c. Finance charges
 - d. Other fees
 - e. The existence or non-existence of a contract which justified the balance interest, finance charges and other fees.
- 18. Plaintiff's disputes with Defendant were in writing. See attached exhibits.
- 19. Plaintiff did not dispute the existence of the account, nor did Plaintiff dispute that Plaintiff was the person to whom such account belonged. But rather, Plaintiff disputed the amount of the balance, interest, finance charges and other fees. See attached exhibits.
- 20. Plaintiff's disputes with Defendant were bona fide legitimate disputes.
- 21. Defendant(s) received Plaintiff's disputes concerning the alleged account(s). See attached exhibits.

- 22. Defendant(s) chose to disregard Plaintiff's disputes, and allowed the information pertaining to the disputed account to remain virtually the same on Plaintiff's credit report.
- Plaintiff then disputed the alleged account(s) in writing with relevant credit bureaus.See attached exhibits.
- 24. One or more of the relevant credit reporting agency(ies) then conducted an investigation where Defendant was contacted. See attached exhibits.
- 25. Defendant verified the alleged account(s) with one or more of the credit reporting agency(ies). See attached exhibits.
- 26. At the time that Defendant(s) verified the alleged account(s) with the credit reporting agency(ies), Defendant failed to state that the account(s) had been previously disputed by Plaintiff. See attached exhibits.
- 27. The Pursuant to 15 USC 1861 s-2, Defendant(s) had a duty to notify the relevant credit reporting agency(ies) of Plaintiff's prior dispute of the account(s).
- 28. The Pursuant to 15 USC 1861 s-2, at the time that Defendant(s) verified the information to the credit reporting agency(ies), Defendant(s) had a duty to report to

the credit reporting agency(ies) that the account(s) in question had been previously disputed by Plaintiff.

- 29. At the time that Defendant(s) verified the information to the credit reporting agency(ies), Defendant failed to inform the relevant credit reporting agency(ies) that the account had been disputed by Plaintiff.
- 30. Defendant failed to fulfill it's duties prescribed by 15 USC 1681 s-2 to inform the credit reporting agency(ies) that Plaintiff had previously disputed the account(s). See attached exhibits.
- 31. Defendant(s) deprived Plaintiff of Plaintiff's right to have the disputed status of the account(s) included on Plaintiff's credit report.
- Defendant(s) failure to notify the relevant credit reporting agency(ies) of Plaintiff's legitimate, bona fide and meritorious disputes was misleading in such a way that such failure can be expected to influence any potential creditor or employer who would happen to review Plaintiff's credit report. See Saunders v. Branch Banking and Trust Company of Virginia, 526 F 3d 142, 151 (4th Cir. 2008).
- 33. Defendant(s) failure to notify the relevant credit reporting agency(ies) of Plaintiff's disputes fosters a presumption of validity to potential creditors or employers.

- 34. The inclusion of the fact that the account(s) had previously been disputed by Plaintiff would likely help to negate such a presumption.
- 35. Any potential creditor or may well be curious as to why Plaintiff did not pay on the account. A potential creditor or employer may be influenced to learn that the non-paid account was in dispute, thereby possibly warranting Plaintiff's non-payment of the account.
- 36. Defendant(s) failure to notify the relevant credit reporting agency(ies) of Plaintiff's Legitimate, meritorious and bona fide dispute(s) is misleading in such a way that such failure can be expected to have an adverse affect. See Saunders v. Branch Banking and Trust Company of Virginia, 526 F 3d 142, 151 (4th Cir. 2008).
- 37. Upon information and belief, it is averred that Defendant has a standard practice policy which contradicts it's duties pursuant to 15 USC 1861 s-2.
- 38. It is believed and averred that Defendant's failure to comply with 15 USC 1681 s-2 was intentional.
- In the alternative, it is believed and averred that Defendant's failure to comply withUSC 1681 s-2 was based on reckless indifference to the possibility that Plaintiff

may well have been correct in disputing certain aspects of the account information contained on his credit report.

- 40. In the alternative, it is believed and averred that Defendant's failure to comply with 15 USC 1681 s-2 was based on negligent indifference to the possibility that Plaintiff may well have been correct in disputing certain aspects of the account information contained on his credit report.
- 41. In the alternative, it is believed and averred that Defendant's failure to comply with 15 USC 1681 s-2 was based on reckless indifference to Defendant(s) duties under 15 USC 1681 s-2.
- 42. In the alternative, it is believed and averred that Defendant's failure to comply with 15 USC 1681 s-2 was based on negligent indifference to Defendant(s) duties under 15 USC 1681 s-2.

PRIVATE CAUSE OF ACTION

- 43. The previous paragraphs of this complaint are incorporated by reference.
- 44. Plaintiff brings this action under 15 USC 1681 s-2(b), as distinguished from 15 USC 1681s-2(a).

- 45. There is no private cause of action under 15 USC 1681s-2(a). Only the government can bring a cause of action under 15 USC 11681 s-2(a). For example, the Attorney General could bring a claim on behalf of consumers under 15 USC 1681s-2(a).
- 46. But there is a private cause of action under 15 USC 1681s-2(b). See the following case law which distinguishes between the government right of action under 15 USC 1681s-2(a), and the private cause of action under 15 USC 1681s-2(b).

Marshall v. Swift River Academy, LLC, 2009 WL 1112768 (9th Cir. 2009).

A consumer has no private right of action under FCRA against furnisher merely because the furnisher failed to provide accurate information to consumer reporting agencies.

Beisel v. ABN Ambro Mortgage, Inc., No. 07-2219, 2007 WL2332494, *1 (E.D. Pa. Aug. 10, 2007).

In order to prevail on a FCRA claim Plaintiff "must prove [he] notified a credit reporting agency of the dispute, the credit reporting agency then notified the furnisher of information, and the furnisher of information failed to investigate or rectify the disputed charge.").

Catanzaro v. Experian Information Solutions, Inc., 671 F. Supp.2d 256, 260 (D. Mass. 2009).

Notification by a consumer reporting agency to the furnisher is a prerequisite for furnisher liability under FCRA.

Kaetz v. Chase Manhattan Bank, 2007 WL 1343700, *3 (M.D. Pa. 2006). The Court dismissed Plaintiff's Complaint, but only because Plaintiff failed to allege that he disputed the accuracy of the debt to a credit agency, or that the credit agency thereafter reported dispute to defendant.

- 47. Because Plaintiff first disputed the account(s) with Defendant(s), and then disputed the account with the credit reporting agency afterwards, and then Defendant verified the derogatory information to the Credit Reporting Agency without stating that the account was in a "disputed" status, Plaintiff does have a private cause of action against Defendant under these particular circumstances.
- 48. It is believed and averred that Defendant has standard business practices antithetical to its duties under 15 USC 1681 s-2.

LIABILITY

- 49. The previous paragraphs of this complaint are incorporated by reference and made a part hereof.
- At all times various employees and / or agents of Defendant were acting as agents of Defendant, and therefore Defendant is liable to for the acts committed by its agents and / or employees under the doctrine of respondent superior.
- 51. At all times various employees and / or agents of Defendant were acting as agents of Defendant, and therefore Defendant is liable to Plaintiff for the acts committed by its agents and / or employees under the theory of joint and several liability because Defendant and its agents were engaged in a common business venture and were acting jointly and in concert.

DAMAGES

- 52. The preceding paragraphs are incorporated by reference and made a part hereof.
- 53. Plaintiff's actual damages are \$1.00 more or less, including but not limited to postage, phone calls, fax, gas, mileage, etc.
- 54. \$1,000.00 statutory damages under 15 USC 1681 et. seq.
- Plaintiff suffered some distress and anger as a result of Plaintiff's rights being violated by Plaintiff and the rights of other consumers.
- 56. The value of Plaintiff's emotional distress shall be proven at trial.
- 57. Plaintiff believes and avers that the acts committed by Defendant are willful, wanton intentional, or reckless at best. Plaintiff believes and avers that Defendant's acts are systemic. Therefore, punitive damages are warranted.
- Plaintiff believes and avers that punitive damages should be awarded to Plaintiff in the amount of no less than \$20,000.

ATTORNEY FEES

59.	The previous paragraphs of this complaint are incorporated by reference and made a
	part of this Complaint.

60.	Plaintiff believes and avers that Plaintiff is entitled to reasonable attorney fees of
	\$2,625 at a rate of \$350.00 per hour, described below.

a. Di	Consultation with client and review of file. rafting of disputes. Organizing documents.	2 hour
b.	Drafting of writ and related documents	.25
c. an	Drafting, editing, review and filing of compliant d amended complaint related documents	2
d.	Service of Process	.25
e.	Drafting, editing, filing and serving Answer to motion to dismiss and related Documents	1
f.	Follow up correspondence with Defense	2

Total = 7.5 \$2,625

61. Plaintiff's attorney fees continue to accrue as the case moves forward.

INJUNCTIVE RELIEF

- 62. The previous paragraphs of this Complaint are incorporated by reference.
- Plaintiff requests an order from this honorable court directing Defendant to report Plaintiff's account(s)(s) referred to in the attached exhibits as "disputed," in accordance with 15 USC 1681 s-2, or not to report the account(s) at all.

OTHER RELIEF

- 64. The previous paragraphs of this Complaint are incorporated by reference.
- 65. Plaintiff requests such other relief as this court may deem just and proper.

JURY TRIAL

66. Plaintiff requests and demands a jury trial in this matter.

Wherefore, Plaintiff demands judgment against Defendant(s) in the amount of \$23,626 enumerated as follows.

\$1.00 actual damages \$1,000.00 statutory damages, \$2,625 attorney fees \$20,000 punitive damages

\$23,626

Wherefore, Plaintiff seeks declarative relief and in injunction requiring Defendant to comply with 15 USC 1681 s-2. Plaintiff seeks such other relief as this Court deems fair and just.

Vicki Piontek, Esquire Attorney for Plaintiff 951 Allentown Road Lansdale, PA 19446

877-737-8617 Fax: 866-408-6735 palaw@justice.com Date

7.28.2011

EXHIBITS

Marina Shap 741 Chesham Turn Southampton, PA 18966

Capital One Bank USA NA P.O. Box 30281 Salt Lake City, UT 84130

Re. Marina Shap SSN Reference / Account Number 4305 7223 5784 1793 Alleged Balance \$7,643

DISPUTE

Your company has place derogatory information on my credit report which I wish to dispute. The alleged high balance is excessive and inflated and not warranted by any existing contract.

I never owed \$7,643 to your company. I am requesting proof of the amount of the alleged high balance. I request a copy of the initial contract, payment history and a breakdown of the balance.

Please provide me with proof of the interest rate, late fees and finance charges. Is there a contract that proves your right to add such charges? If so, please send it.

I DISPUTE THE INFORMATION YOU HAVE PUT N MY CREDIT REPORT. YOU MUST UPDATE MY REPORT TO SHOW THAT THIS IS A DISPUTED ACCOUNT.

Sincerely,

Marina Shap

Date



P.O. Box 30281 Salt Lake City, UT 84130-0281

1595

April 12, 2011

Marina Shap 741 Chesham Turn Southampton, PA 18966

> Re: xxxxxxxxxxx1793 Case #: 10001677613132

Dear Marina Shap,

Thanks for contacting us about your Capital One® account, Please know that we've forwarded your correspondence to the appropriate department to address this matter. You should receive a response from them shortly,

If you have questions, please call us at 1-800-955-7070. Our Customer Service Representatives are available 24 hours a day, 7 days a week.

Sincerely,

Capital One Services, LLC

237617868-003***

COMMUNITY HOME CARE

NO. 0030

P. 2

PO Box 2000 Chester, PA 19022

05/06/2011 TransUnion.

P1ICKQ00200026-1000101-047517961 րելեյնիայիկուկիկի-իրկեր-ականինիրակարկներկունիկին MARINA SHAP 741 CHESHAM TURN SOUTHAMPTON, PA 18966

Our investigation of the dispute you recently submitted is now complete. The results are listed below. If an item you disputed is not in the list of results below, it was either not appearing in your credit file or it already reflected the corrected status at the time of investigation.

If our investigation has not resolved your dispute, you may add a 100-word statement to your report. If you provide a consumer statement that contains medical information related to service providers or medical procedures, then you expressly consent to TransUnion including this information in every credit report we issue about you. If you wish to obtain documentation or written verification concerning your accounts, please contact your creditors directly.

If there has been a change to your credit history resulting from our investigation, or if you add a consumer statement, you may request that TransUnion send an updated report to those who received your report within the last two years for employment purposes, or within the last one year for any other purpose.

If interested, you may also request a description of how the investigation was conducted along with the business name, address and telephone number of any company we may have contacted for information.

Thank you for helping ensure the accuracy of your credit information.

For frequently asked questions about your credit report, please visit http://transunion.com/consumerfags.

Investigation Results

ITEM DESCRIPTION RESULTS CAPITAL ONE BANK USA NA # 430672235784**** NEW INFORMATION BELOW

NO. 0030

237617868 1 of 1 05/06/2011

TransUnion.

File Number:

Date Issued:

Page:

CAPITAL ONE BANK USA NA #430572235784****

SALTUAKE CITY, UT 84130 (800) 955-7070

LORE Type: CREDIT CARD Remarks: BANKRUPTCY DISMISSED

Estimated date that this Item will be removed: 02/2017

Batancer \$7,602 Date Verified: Q5/2011 High Balance: \$7,643 Credit Limit: \$7,500 Past Due: \$7,6021

Pay Status: CHARGED OFF AS BAD DEBTO Account Type: REVOLVING ACCOUNT Responsibility: INDIVIDUAL ACCOUNT Date Open: 09/2003

Date Closed: 04/2010

- End of investigation results -

To view a free copy of your full, updated credit file, go to our website http://disclosure.transunion.com

PO Box 9701 Allen, TX 75013



0002726 of MB 0.367 MARINA SHAP "AUTO 1 0 7167 18986-454841 -C01-P0272A 741 CHESHAM TURN SOUTHAMPTON PA 18966-4548

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the furnisher of the information directly or review the original information in the public processing of your dispute. If you still question an item, then you may want to contact This summary shows the revision(s) made to your credit file as a result of our About our dispute process י באוזפוומה.

Dispute results

The federal Fair Credit Reporting Act provides that you may:

such information and the telephone number if reasonably available; request a description of how we processed your dispute, including the business name and address of any furnisher of Information contacted in connection with

If no information follows, our response appeared on the previous page. add a statement disputing the accuracy or completeness of the Information; and other purpose. credit report in the past two years for employment purposes or six months for any request that we send these results to organizations who have requested your

How to read your results

Report number: :0167-9270-81

Date: May 10, 2011

Prepared for MARINA SHAP

node

of our processing of your dispute Updated - A change was made to this Item; Remains - This item was not changed as a result

ownership of the Item was disputed, then it was review this report to view the change. If

peleted; review this report to learn its outcome nvestigated - This item was either updated or

#30572235784 CAP ONE Credit items are the results: disputed with the sources of the information and We completed investigating any items you processed any other requests you made. Here Outcome Updated

Find out by ordering your

By law, we cannot disclose

your pending disputes at any time

Ast experian.com/status to check the status of

Delated - This item was removed from your credit

verified as belonging to you

days return this original page to P.O. Box 9701, Allen, TX

check this box and within 30

To receive a copy by mail

experian.com/viewreport corrected credit report, visit

Additional Information To view a full copy of your

Page 1 of 2

Copies will not be accepted.

Results

1 888 322 5583 for only \$7.85. To order, call VantageScore® from Experian What's your credit score?

only as MEDICAL PAYMENT display on your report, but on generally collect such information are disclosed to to us. If so, those names condition). Although we do not or behavioral health or request that contain medical included on your report at you DATA, Consumer statements reports to others, they display (i.e. "Cancer Center") that certain medical information reports your payment history the name of a data furnisher nformetion, it could appear in (relating to physical, mental

0241036229

ï



Date: May 10, 2011 Prepared for MARINA SHAP

Page 2 of 2

Report number: 0162-9270-8:

Your accounts that may be considered negative

payments and most public record Items may remain on the credit report for up to seven such as an account that has been settled or transferred. This information is generally off or sent to collection, bankruptcies, liens, and judgments. It also may contain items that uansierred. that have not been past due remain up to 10 years after the date the account was for up to 10 years. A paid tax lien may remain for up to seven years. Transferred accounts removed seven years from the initial missed payment that led to the delinquency. Missed are not necessarily negative, but that a potential creditor might want to review more closely, /ears, except Chapters 7, 11 and 12 bankruptcles and unpaid tax liens, which may remain The most common Items in this section are late payments, accounts that have been charged

Payment history legend

Current/Terms of agreement met Account 30 days past due

∀ Ui

Repossession Voluntarily surrendered

Account 150 days past due Account 120 days past doe Account 90 days past due Account 60 days past due

> G Ü

> > Insurance claim Paid by cheditor

Datavitled on contract Claim filed with government

Account 180 days past due Creditor received deed

Foredosure proceedings started

9 8

Foneclosed

Cond Charge of Collection

No data for this time period

Credit items CAPITAL ONE

Date opened

Type

Partial account number SALT, LAKE CITY UT 84130 PO BOX 30281 0089224249 Phone molniter Address identification number 430572235784 (900), 955-7070

> Jun 2010 Date of status Jun 2008 First reported Sep 2003 Monthly payment Not reported Terms Credit card Not reported

original amount High balance Credit ilmit or \$7,602 as of Jun Recent balance 2070

> Individual Responsibility

Status past due as of Jun 2010. Chapter 13 Bankruptcy Dismissed. \$7,802 written off. \$7,802 This account is scheduled to continue on record until Apr

Creditor's statement

2017

This item was verified and updated on May 2011. "Account closed at credit grantor's request.

Account History

Chapter 13 Bankruptcy Dismissed on June 10, 2010.

ayment history

THE STATE OF THE S

MAY APR MAR FEB JAN DEC NOV OCT SEP AUG JUL JUN MAY APR BAR FEB JAN DEC NOV OCT SEP AUG JUL JUN CO 1901 DEK (DEK) OK OKT OCH OKLOWI OCK DEK AUG JUL JUN MAY APR BAR FEB JAN DEC NOV OCT SEP AUG JUL JUN

the crightel been amount for an installment bear. This section also includes the adhedulated payment accounts, emounts echically paid and the dates those payments were made. ND: No Date. Account history - Il your creditor reported your account belances to us, we led than in this section as additinal biformation about your account. Your belance history may also include your credit limit and high belance or May 10 Aprilo Xaro Febro 2010 Octob Spools August Indo SPA - Scheduled payment amount (5) (8) Actual amount paid #

COSTA SELECTION OF THE PROPERTY OF THE PARTY OF THE PARTY

Atlanta, GA 30348 P. O. 80x 105518

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Capital One Bank (USA)

6124 188th Street

Fresh Meadows, NY 11365-2713

and

John Does 1-10

and

X,Y,Z Corporations

Jury Trial Demanded

Defendant(s):

Certificate of Service

On the 28th day of July, 2011, I sent a true and correct copy of the attached amended complaint upon the following parties at the following addresses.

McGuireWoods LLP Kevin Batik, Esquire 625 Liberty Avenue, 23rd Floor Pittsburgh, PA 15222

Vicki Piontek, Esquire Date

Attorney for Plaintiff

951 Allentown Road Lansdale, PA 19446

877-737-8617

palaw@justice.com

Fax: 866-408-6735